|  |
| --- |
| Interpreter Provider Changes  Effective immediately, Dialog One has suspended their on-line account for scheduling over-the phone interpreter on-demand services.  Care Coordinators may use TransPerfect and United Language Group for on-demand over-the-phone interpretation services. See attachment included in the e-mail for information and codes required for these two providers.  A couple reminders:   * Most visits will require an in-person interpreter service. However, when an in-person interpreter is not an option, over-the-phone translation services may be the next best option. Refer to Care Coordination Guidelines or In-Network Interpreter Service Providers resource for Interpreter Services Policy which includes a list of approved Interpreter Services providers located on the [Resources](https://carecoordination.bluecrossmn.com/care-coordination/) page of the Care Coordination website. * The following are available to support and assist Care Coordinators when providing services to our members.   **Care Coordination visits:**  Interpreters are available through the Blue Plus interpreter network for your Care Coordination visits as  needed. The contracted interpreter agencies will bill Blue Plus directly for services. Delegate agencies  may directly contact the providers on our approved list.  **Over the Phone services:**  Reach out to individual interpreter services provider for their process. |